



## Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

---

### Section 400 - Emergency Operations

General Emergency Operations - 401.00		
S.O.P. # 401.06	<b>Emergency Hold-Over Policy</b>	PAGE: 1 OF 3
Effective: 12/01/2009	Authorized: William D. Stephens, Director	
Revised: 11/22/2019	Authorized: John Filer, Charles County EMS Chief	
This SOP was revised and approved through the Department's SOP Committee.		

#### 401.06.01 Purpose

To advise personnel of the emergency hold-over policy in times of staffing or resource shortage, crisis or disaster.

#### 401.06.02 General

The Director of Emergency Services, or their designee, reserve the right to enact a mandatory stay on personnel of the Emergency Medical Services and Special Operations Divisions past the point of their scheduled duty shift. Personnel who are held-over will be compensated in accordance with Chapter 14 and Chapter 19 of the Charles County Personnel Policy and Procedures Manual.

#### 401.06.03 Definitions

1. **EOC** - Emergency Operations Center
2. **Hold-over** - the act that mandates personnel be retained beyond their previously scheduled shift.
3. **UHU** - Unit Hour Utilization
4. **WMD** - Weapons of Mass Destruction are inclusive of chemical, biological and/or radiological events.

#### 401.06.04 Policy

Personnel may be mandatorily held over past the end of their scheduled shift, for the following reasons:

1. Staffing falls below the minimum staffing standards required by SOP #100.35, *Minimum Staffing Standards for EMS*,
2. Personnel do not have adequate relief as stated in SOP #101.06, *Duty Hours and Attendance Policy*;
3. Incidents of natural disasters, WMD attack or major casualty;
4. During emergency activation of the EOC.



## Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

### 401.06.05 Procedures

Once the need for staffing is recognized and procedures laid out in SOP #101.11, *EMS Division Open Shift Scheduling* have been exhausted, personnel will be subject to hold-over.

1. For a minimum staffing shortage:
  - a. The employee who does not have relief will be mandatorily held over until coverage is found or maximum allowed duty hours per SOP #400.08, *Fitness for Duty* have been met.
  - b. Should the mandatory hours cause the employee subject to hold-over to violate SOP #400.08, then the second employee at the assigned station, will be held if adequately certified to do so.
  - c. Should neither employee at the designated station meet the fitness for duty limits to cover the hold over, the adequately certified employee at the geographically closest station will be subject to hold-over, followed by the second provider at that station, if applicable. This process will continue until an employee who meets the Fitness for Duty restrictions is located to cover the shift.
2. For large scale emergency incidents (natural disasters, WMD attacks mass casualty incidents or activation of the EOC):
  - a. The number of employees needed for the incident will be determined by the Operations Chief or their designee and if time allows, Operations will attempt to cover the shifts needed.
  - b. Should voluntary coverage not be found or there is not time to find voluntary coverage, employees may be held over.
  - c. The employee with the minimum certification necessary to fill the designated position from the station with the lowest UHU will be held over, unless they have exceeded the fitness for duty hours.
  - d. In the case that the above-mentioned employee does not meet the fitness for duty policy, the second employee from the station with the lowest UHU, will be held if adequately certified to do so.
  - e. Should neither employee from the station meet the fitness for duty standard, then the employee with the minimum certification necessary to fill the designated position from the station with the next lowest UHU will be held. This pattern will continue until an employee who meets the fitness for duty limitations is found.



## Charles County Department of Emergency Services **STANDARD OPERATING PROCEDURES**

### 3. Notification:

- a. If three (3) notification attempts have been made to fill the shift and there are less than eight (8) hours remaining prior to the start of the shift, the employee subject to hold over shall be notified via telephone call of the mandatory holdover.
  - b. Attempts should still and will be made by Operations to find relief for the held over employee.
4. Employees may not refuse to hold over for any reason. Any departure from the assignment will be considered an unauthorized absence and may result in disciplinary action.